



**KONICA MINOLTA**

## **SSD SUPPORT SOLUTIONS**

### **bizhub C203 - ALL ACTIVE SOLUTIONS**

**March 2008**

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, [www.kmbs.konicaminolta.us](http://www.kmbs.konicaminolta.us).

***NEW LOOK!*** Starting February 2008, the SSD Support Solutions documents will group newly created solutions by Problem Categories. The Problem Categories are located at the beginning of this document and should reduce the time it takes to search the solutions. Older solutions that have not been classified appear after the Problem Categories and are ordered by solution usage.

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**Solution ID** TAUS0703477EN\***Solution Usage****Description**

Abnormal image when printing.

**Solution**

CAUSE:Insufficient grounding of Imaging Unit because of plastic shavings from the IU.

SOLUTION:At setup and installing the IU, clean up the V-shaped plate and ground plate. Please refer to the attached file for details. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

CAUTION : Prevent the shavings from falling inside the MFP.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

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Solution ID TAUS0800615EN\*

Solution Usage

**Description**

How to set up a memory one-touch for small/odd size originals from the platen glass.

**Solution**

SOLUTION:Perform the following steps to run custom size paper from the RADF using a memory one-touch:

- 1.Press the Application Icon.
- 2.Press the Image Adjustment Icon.
- 3.Press the Standard Size Icon.
- 4.Press the Custom Size Icon.
- 5.Max out the X and Y coordinates.
- 6.Press mode memory and store the settings.

Note : The programmed memory one-touch will allow odd size originals to be run from the RADF without jamming or cutting off a part of the image.

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Solution ID TAUS0656768EN\*

Solution Usage 46

**Description**

What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

**Solution**

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.

For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:

"The previous drivers ( System 5/5e-8/8e ) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."

Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.

Notes :

1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0651653EN\*

Solution Usage 17

**Description**

How to use the Fax Forward TX setting.

**Solution**

To use the Fax Forward TX setting, perform the following:

1. Press the UTILITY button.
2. Select the ADMINISTRATOR button and enter the password (12345678).
3. Select #8 Fax Setting.
4. Select # 5 Function Setting.
5. Select # 5 Forward TX Setting.
6. Select Forward & Print (prints out a copy), Forward & Print if TX fails (forwards to E-mail and prints if the transmission to E-mail fails).
7. Select the one of the following, EMAIL, FTP, SMB, and GROUP, followed by selecting it from the Address Book. Select OK and then close all the way out until back to the basic screen on the operation panel.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0646730EN\*

Solution Usage 14

**Description**

How to change the Administrator password?

**Solution**

To change the Administrator password, perform the following:

1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0703092EN\*

Solution Usage 6

**Description**

eCopy™ compatible machine models, firmware and TWAIN drivers list.

**Solution**

eCopy™ Machine/Firmware/TWAIN driver Compatibility Matrix

Notes :

1. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>
2. The latest version firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

**Solution ID** TAUS0702567EN\***Solution Usage** 3**Description**

Instead of 128MB CF cards to update the firmware, can 1GB or 512MB CF cards be used to program the MFP?

**Solution**

Only the 128MB CF card (p/n 7660-4036-01) is compatible.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800104EN\***Solution Usage** 2**Description**

VoIP TX/RXsolutions.

**Solution**

More and more customers changing their PBX systems from analog or ISDN to VoIP-based PBX systems.

Note : A digital-to-analog converter can be used and will work, but Konica Minolta will not provide any support if there are phone/fax issues.

Due to the general incompatibility of fax and VoIP, certain settings may not work. The problem is not caused by the Fax Unit, but is caused by:

the general design of VoIP using TCP/IP Packets

VoIP PBX systems

the general specification of VoIP and its

\* Codecs

\* Coding and decoding timings

\* Fax fixed timings

\* LAN Packet losses

\* Quality of Services

\* ITU/RFC Specification implementation

\* Bugs

\* Interpretation of technical terms within the specifications of the ITU-T and RFC documents.

VoIP is still not supported officially by Konica Minolta, but may work in some instances.

Performing these suggested settings may solve the problem. Follow the operation made step-by-step:

From Service Mode

==> FAX Settings

==> Communication

==> Protocol set "ON" the "V.29 EP Tone" Protocol

and set "OFF" all other faster protocols.

From Service Mode

==> FAX Settings

==> Communication

==> Others we have set "OFF" the "ECM Function"

From Service Mode

==> FAX Settings

==> Function Parameter

==> Address "0e0012 = 01111000

(Hex 78 = 120 sec)

(T1 Timer for Calling)

From Service Mode

==> FAX Settings

==> Function Parameter

==> Address "0e0013 = 01111000

(Hex 78 = 120 sec).

(T1 Timer for Called)

From Service Mode

==> System 2

==> Software Switch

==> SoftSwitch 21 Bit5=1

00100000

(HEX 20 = over 4.5 sec)

(T4 Waiting time between start Identification)

Note : Before performing the above mentioned settings it is recommended to upgrade the firmware to the latest version and to check if the FK-502 will have the latest available version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD.

Solution ID TAUS0800338EN\*

Solution Usage 2

**Description**

What port and protocol is used for the driver auto configuration feature?

**Solution**

The port number used for the driver auto configuration option is Port 161 and the protocol is SNMP.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0651795EN\*

Solution Usage 1

**Description**

How to set the fax for international TX faxing.

**Solution**

To set the fax for international TX, perform the following:

1. Press the fax button on the control panel.
2. Press COMM. setting on the fax screen.
3. Press LINE setting.
4. Press OVERSEAS.
5. OK to back out to the fax screen.
6. Enter the overseas international number in the DIRECT input starting with 011, area code and then the telephone number.  
Note : Make sure to use any prefix number (9) before the 011 in order to get an outside line. Example: 9 + 011 + country code + city code + number.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0657724EN\*

Solution Usage 1

**Description**

How to access the Konica Minolta FTP site.

**Solution**

The Konica Minolta FTP site is no longer accessible. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector.

Access the Selector from [MyKonicaMinolta.com](http://MyKonicaMinolta.com), select the Service tab then click on SSD (DNA, Drivers, MSDS) in the left frame. Continue to your Home Page by clicking on 'Continue on to the SSD Home Page' and select 'Download MSDS, Drivers, Firmware and more'.

The download search tool offers several methods of searching for files. The top section of the page provides quick access to recently released files and the most popular downloads. These lists can be filtered by file type, such as driver, firmware, system code, etc.

Below the top section, there is the first of three search options; a text entry box that can be used to quickly find all downloads for a given product. For instance, enter 'C500' and the search results page will find all downloads for the bizhub PRO C500.

Below the text entry box, there is an alternative search by Product group and Product. Optionally, the search results can be further narrowed by selecting a file type or operating system.

A third searching option is provided on the Advanced search page, which provides search results for more complicated search scenarios. With the old FTP site, many files were misplaced or nearly impossible to find with the hierarchical structure that a files system imposes. The major goal behind this Download Selector is to provide an easier method of finding files fast, and ensuring, through details such as release notes, that the file being downloaded is the correct one.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0702913EN\*

Solution Usage 1

**Description**

How to set up LDAP.

**Solution**

Please perform the step-by-step procedures mentioned on the attached PDF.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703224EN\*

Solution Usage 1

**Description**

How to print halftone test patterns.

**Solution**

To print halftone test patterns, perform the following procedure:

1. Enter Tech Rep mode.
2. Select Test Mode.

3. Select Halftone Pattern.
4. Select Single, Hyper, Gradation.
5. Select the desired halftone color.
6. Press C and enter the desired halftone density -1 (lightest)through 255 (darkest).
7. Press the START button to output the pattern.

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

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**Solution ID** TAUS0703749EN\*

**Solution Usage** 1

**Description**

How to perform the NVRAM recovery procedure.

**Solution**

Presently the NVRAM recovery procedure does not pertain to these models.

Note : Once the NVRAM is installed in the MFP and the MFP is started, the NVRAM is no longer useful for other MFPs. When installing a new NVRAM and powering on the MFP for the first time, the NVRAM is initialized according to the model/firmware version of the MFP where the NVRAM is installed.

CAUTION : Never replace the NVRAM from different models and differentfirmware versions.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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**Solution ID** TAUS0703758EN\*

**Solution Usage** 1

**Description**

"No items for this screen are supported" message is indicated on many of the tabs when accessing the device through Net Care. PageScope Web Connection for these MFPs cannot be accessed through Net Care when selecting the Device Server tab and the Counter Reader Function cannot be accessed.

**Solution**

CAUSE: Incorrect procedure.

SOLUTION: After removing the bizhub C253/C353 from Net Care through List Manager => Remove Device, then adding the device back through List Manager=> Add Device, the devicetabs for the bizhub C253/C353 willbe displayed properlyand the Enable the Counter Reader function for the device can be configured through Net Care.

When any device model is not displayed correctly through Net Care and the latest device plug-ins have been installed, pleaseutilize this method.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

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**Solution ID** TAUS0702361EN\*

**Solution Usage**

**Description**

Where to findmanuals and other product documentation.

**Solution**

Most documentation (manuals, etc.) can be downloaded from the MyKonicaMinolta.com Supported Models Library or from the KMBS public site (<http://www.kmbs.konicaminolta.us> ) Support & Drivers tab.

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**Solution ID** TAUS0702889EN\*

**Solution Usage**

**Description**

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

**Solution**

Please perfrom the step-by-step procedures mentioned in the attached PDF.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS0703068EN\*

**Solution Usage**

**Description**

Installation procedure for the Imaging unit(s) to prevent "Abnormal high toner density" message.

**Solution**

Becausethe control programaffecting Toner density detection has been improved to be more sensitive thereisthe possibilitythata 'Abnormal high toner density' message may occur more frequently as well as errors C2552/ C2554/C2556/C2558 if there isno developer around the TCR sensor due to insufficient shaking of Imaging unit.

As the Installation Manual and Imaging Unit replacement instructions mention, pay closeattention to shakingthe Imaging unit(s) properlyto level the tonerand also keeping theImaging unitlevelwheninstalling it into the machine.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

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Solution ID	TAUS0703160EN*	Solution Usage
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**Description**

Fuse/ICP list

**Solution**

The attached documentation has the Fuse/ICP list for the bizhub C353/C253/C203. To view the attached document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN> .

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

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Solution ID	TAUS0703202EN*	Solution Usage
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**Description**

What is the maximum power consumption for the bizhub C353/C253/C203?

**Solution**

The maximum power consumption for the bizhub C353/C253/C203 is 1500W or less.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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Solution ID	TAUS0703204EN*	Solution Usage
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**Description**

Incorrect power requirements.

**Solution**

The bizhub C353 User Manual and Field Service Manual differ in the power requirements. The correct power requirement is the one listed in the Field Service Manual which states 12A.

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

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Solution ID	TAUS0703207EN*	Solution Usage
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**Description**

Why only Black can be selected for Color Mode when Paper Type is set to Transparency.

**Solution**

This is normal machine operation. Color printing of transparencies is not supported on the bizhub C353/C253/C203.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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Solution ID	TAUS0703212EN*	Solution Usage
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**Description**

What is the breakdown of space usage for the Hard Disk Drive?

**Solution**

Hard Disk Drive usage breakdown

Item

Capacity

For electronic sort

10GB

For box storage

32GB

Misc.

18GB

Number of original pages to be saved

Item

Number of pages to be saved

Electronic sorting (including fax, print, and copy)

3000 pages

Box storage

10000 pages

Total number of documents stored in boxes

3000 documents

Number of boxes

1000

Maximum number of documents saved in one box

200 documents

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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**Solution ID** TAUS0703226EN\*

**Solution Usage**

**Description**

Is it necessary to install a speaker when installing the Fax Kit?

**Solution**

It is not necessary to install a speaker when installing the Fax Kit because the bizhub C353/C253/C203 comes with it already installed. The Fax Kit consists of a FK-502 and a MK-711 Option Mount Kit.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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**Solution ID** TAUS0703286EN\*

**Solution Usage**

**Description**

Is Microsoft® Windows 98/ME supported?

**Solution**

Microsoft® Windows 98/ME is not supported and there are no print drivers available.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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**Solution ID** TAUS0703363EN\*

**Solution Usage**

**Description**

Can PageScope Data Administrator export user boxes to another unit?

**Solution**

PageScope Data Administrator cannot export user boxes to another unit.

Note : At this present time, there is no application or utility, except for the HDD Backup utility, which takes hours to complete the backup.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

**Solution ID** TAUS0703516EN\*

**Solution Usage**

**Description**

How to update firmware using Internet ISW.

**Solution**

The Internet ISW function requires that the firmwareTAR file be extracted from theGZ file.

This can be done using WinZip® or WinRAR®.

Use an FTP server utility to host the firmware. There is one available via the Download Selector under Black and White Products => Utilities => ftp\_server\_1.0.exe.

To perform the update:

1. Go to Tech Rep mode.

2. Select the Internet ISW button.

3. Select the Internet ISW Set button => Set to ON => Press the END button. Determine if updating via FTP or HTTP.

4. Select the appropriate settings button, FTP or HTTP. The instructions are the same from here on in.

5. Select the desired button protocol button, and select the ON button => Press the END button.

6. If a proxy is required to access the server, select the Connect Proxy server button and select the ON button. Then press the Proxy Server button and enter the TCP/IP address and the port number of the proxy server. This will not be the host server holding the firmware. 7. Select the address space size IPv4, IPv6 or FQDN (Fully Qualified Domain Name).

8. When complete, press the connection settings buttons, check that the port number is set to 21, connection timeout is set to 1 minute and PASV mode is set to OFF.

9. Select the Forwarding Access Setting button.

10. Enter the User ID that the MFP will use to access the server.

11. Enter the password for the user.

12. Enter the address of the host server:

If using an HTTP server type `http://ip_address/directory`

If using a FTP server type `ftp://ip_address/directory`

13. Enter the filename of the firmware. This should end with a TAR extension. Remember that this file is extracted from theGZ file and not renamed.

14. Press the END button.

15. Select the Download button and then press the ISW Start button. Start rebooting... message is indicated. The MFP will reboot.

16. After the hourglass, the following messages should be displayed:

Now connecting to the firmware server

Now getting information from the firmware server

Now downloading program data from the firmware server

IMPORTANT : The server hosting the firmware needs to be available even after the firmware starts and finishes. Tests show that firmware is still downloading even though programming of the firmware has begun.

17. The normal firmware update screen will be displayed and you can press start or wait 30 seconds; it will start automatically.

18. When complete, recycle the MFP.

19. After the hourglass a message will be displayed:

The version upgrade through the network download is complete. Touch [OK] to use the device.

20. Press the OK button to continue.

21. Check the firmware versions.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

**Solution ID** TAUS0703584EN\*

**Solution Usage**

**Description**

Can transfer paper be used?

**Solution**

Transfer paper has not been tested and is currently not a recommended paper type.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

**Solution ID** TAUS0703682EN\*

**Solution Usage**

**Description**

eCopy™ ShareScan OP step-by-step installation instructions.

#### **Solution**

Please refer to attached install documentation for the step-by-step procedure and the eCopy™ compatible machine models, firmware and TWAIN drivers list. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS0703733EN\*

**Solution Usage**

#### **Description**

How to program the touchscreen display language.

#### **Solution**

To program the touchscreen display language, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Settings].
3. Touch [1 System Settings] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch [English], [French], [Spanish], or [Japanese] as desired by the customer.
6. Touch [OK] on the touchscreen.
7. Press the RESET key.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

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**Solution ID** TAUS0703734EN\*

**Solution Usage**

#### **Description**

Where is the program key on the Fax/Scan menu?

#### **Solution**

To find the program key, press the Fax/Scan button and then press the Mode Memory, and the programmed keys are shown.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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**Solution ID** TAUS0800103EN\*

**Solution Usage**

#### **Description**

External connector cover cannot be closed when connecting CS Remote Care (CSRC) cable.

#### **Solution**

CAUSE: It was designed based on the older type of CSRC cable used in the Domestic market, so the cover cannot be closed.

SOLUTION: The size of the External connector cover has been improved. As a temporary countermeasure, use the cable which has the screw shorter than 34mm or remove the cover entirely.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

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**Solution ID** TAUS0800137EN\*

**Solution Usage**

#### **Description**

If a scanned job is stored to user box and then opened with PageScope Box Operator (Box Operator Viewer), the file is automatically deleted.

#### **Solution**

CAUSE: This is specification. The "Document Hold Setting" is set to "OFF" and the scanned job will be deleted automatically.

SOLUTION: Set the "Document Hold Setting" to "ON" (Administrator Settings => System Settings => User Box Settings => Document Hold Setting).  
SPECIAL NOTE : Solution contribution by KMBT (Japan).

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**Solution ID** TAUS0800138EN\*

**Solution Usage**

#### **Description**

When storing a PC print job to a public box and checking the print settings of this job on the MFP panel, print quantity (copies) is displayed as "1" even if multiple copies were selected.

**Solution**

CAUSE: Incorrect setting.

SOLUTION: ChangeSoftware Switch 64 to Hex Assignment 1:

1. Touch [Software Switch Setting].
2. Touch [Switch No.] and enter the intended switch number with the ten-key pad.
3. Touch [Bit Assignment].
4. Use [?] or [?] to select a bit. To set the bit, enter 0 or 1 with the ten-key pad.
5. To set the bit in hex, touch [HEX Assignment] and use the ten-key pad and [A] to [F] keys to enter numbers and characters.
6. Touch [Fix].

SPECIAL NOTE : Solution contribution by KMBT (Japan).

**Solution ID** TAUS0800207EN\*

**Solution Usage**

**Description**

How to program the System Auto Reset time.

**Solution**

To program the system auto reset time, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Setting] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1 System Settings] on the touchscreen.
6. Touch [9 Reset Settings] on the touchscreen.
7. Touch [1 System Auto Reset] on the touchscreen.
8. Press the [C] key. Input the System Auto Reset time desired by the customer using the numeric keypad. The System Auto Reset time can be programmed within a range of 1 to 9 minutes.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

**Solution ID** TAUS0800210EN\*

**Solution Usage**

**Description**

WhichUSB drives are approved for scan to USB?

**Solution**

Following are the USB drives tested and approved for the scan to USB function:

Result Maker Model  
 Passed BUFFALO RUF-C64M/U2(64MB)  
 Passed RUF2-E128-B(128MB)  
 Passed RUF2-S1G+C4-BK(1GB)  
 Passed ELECOM MF-UU2512WH(512MB)  
 Failed MF-AU201GGT(1GB)  
 Passed GREEN HOUSE GH-UFD2GTB(2GB)  
 Passed I-O DATA TB-M2/1GG(1GB)  
 Failed TB-B2G(2GB)  
 Passed TG256-NRX044(256MB)  
 Passed SanDisk SDCZ6-1024-J65(1GB)  
 Passed SONY USM512JX(512MB)  
 Passed USM1GJ(1GB) Passed

Note : Only USBsticksformattedwith FAT32 are supported as product specification. The above list was verified withFAT32 USB memory sticks.

CAUTION : If the USB drive has the U3 security option, remove this feature from the USB before trying to scan because this feature disables the scanning of files stored on the USB stick.

SPECIAL NOTE : Solution contribution by Mahen Shukla and Craig Blyther, ESS/SSD

**Solution ID** TAUS0800329EN\*

**Solution Usage**

**Description**

Is Scan to USB supported?

**Solution**

Scan to USB is supported. Please review the attached document for proper setup.

Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .  
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

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<b>Solution ID</b>	TAUS0800331EN*	<b>Solution Usage</b>
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**Description**

Is printing directly from a USB memory supported?

**Solution**

Printing directly from USB memory is supported. Requires installation of the EK-603 USB Host Board option (Item #A0DPWW0). Supported file types are PDF, JPG, TIF, and XPS.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

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<b>Solution ID</b>	TAUS0800335EN*	<b>Solution Usage</b>
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**Description**

When the engine runs out of paper and is not addressed it will cause the writer on the AS/400® to stop.

**Solution**

CAUSE: The writer on the AS/400® times out after 170 seconds (by default) when MFP runs out of paper.

SOLUTION: The following changes to the device description will cause the writer to ignore the time out and just report the error.

1. Pick one of the devices and end the writer and vary the device off.
2. Select the option that will allow you to 'Change Device Desc'.
3. On the first screen look for the 'Printer error message' parameter and change it to '\*INFO'.
4. Page down twice and look for the 'User-defined options' parameter it should read '\*IBMSHRCNN'; under this add ERRMSGINFO.
5. Start the writer and vary the device on and test. These changes must be done for the other device on the AS/400®.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

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<b>Solution ID</b>	TAUS0800380EN*	<b>Solution Usage</b>
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**Description**

How to adjust the beep sound volume.

**Solution**

To adjust or disable the beep sound perform the following adjustment:

1. Press the Accessibility key.
2. Press the down arrow one time.
3. Press Operation Confirm Sound.
4. Select NO, High Medium or Low and press OK.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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<b>Solution ID</b>	TAUS0800400EN*	<b>Solution Usage</b>
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**Description**

Preventing the write from crashing on the AS/400®.

**Solution**

In order to prevent the write from crashing on the AS/400® read the following IBM bulletin.

**Timeout Settings in the Operating System Printer Device Description**

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.

The recommended setting for Inactivity timer should be set at some value other than \*NOMAX so that the connection will be closed during periods of no activity. Even if not sharing on the network, \*NOMAX can cause problems with the writer connection.

The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.

Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to \*INQ, then the intervention will require an operator input to retry or to cancel the writer.

(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).

If the Printer Error Message parameter was set to \*INFO, then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.

Please set the Printer Error Message to \*INFO and the User Defined options to ERRMSGINFO.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

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**Solution ID** TAUS0800403EN\***Solution Usage****Description**

How to print SAP R/3barcodes.

**Solution**

In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.

Currently the best and easiest way to print SAP barcodes is to attach a device from Typehaus to the MFP.

This device has been tested and is completely compatible with SAP barcodes. This device is so sophisticated that you need not configure it with an TCP/IP address, it will assume the TCP/IP address of the MFP and intercept the font call for the barcode and replace the call with the actual barcode fonts. Nothing else will be required.

To Purchase this device contact Typehaus at: <http://typehaus.com> . Be sure to mention your affiliation with Konica Minolta.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

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**Solution ID** TAUS0800426EN\***Solution Usage****Description**

The front cover for the FS-519 interferes with the MFP cover.

**Solution**

CAUSE: Incorrect installation of finisher.

SOLUTION: Please adjust the casters for the FS-519. If the casters cannot be adjusted, please install the two spacers and protective film in the FS-519 KIT (p/n A0DARS0011).

Regarding this issue and the KIT install instruction, please refer to the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

FOC PART(S) ORDERING PROCEDURE (U.S. market only) :

Free-of-Charge (FOC) part(s) can be ordered via the online KMBS Technical (FOC) & Special Programs order form which is accessible in [MyKonicaMinolta.com](http://MyKonicaMinolta.com) > Service > Warranty, Repair & Special Programs > Warranty Services & Technical/FOC Programs > SSD Technical (FOC) & Special Programs.

Upon receipt and verification of the online claim information, KMBS Logistics Operations will process a Free-of-Charge parts order. All parts will be shipped via UPS Ground Service. KMBS will ship all parts at no-charge; no invoice will be generated. Questions related to an FOC parts claims may be directed to KMBS Logistics Operations by calling 201-934-5339.

IMPORTANT REMINDER : As mentioned above, the FOC program will end either in 6 months or when the FOCFS-519 KITS are depleted.

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS/SSD

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**Solution ID** TAUS0800433EN\***Solution Usage****Description**

Is MagneCote® paper or magnetic backed paper supported?

**Solution**

MagneCote® paper or magnetic backed paper is not supported.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

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**Solution ID** TAUS0800434EN\***Solution Usage****Description**

What is the proper size for the CF card used to upgrade the MFP?

**Solution**

According to the Service Manual the card specification is 128MB or above. In the Parts Manual a recommended CF card is provided in the Wiring Accessories and Jigs section.

In the Field Service Manual for the MFP there are three compatible CF cards that can be ordered from Konica Minolta. The part numbers are A02E R905 00, A02E R906 00 and A02E R907 00.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

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**Solution ID** TAUS0800477EN\***Solution Usage****Description**

Is the part number the same for all four PH units?

**Solution**

The part number is for all four PH units (bizhub C203/C253 - p/n A02ER70200 and bizhub C353 - p/n A02ER7010).

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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**Solution ID** TAUS0800492EN\*

**Solution Usage**

**Description**

FS-609, is tri-folding supported?

**Solution**

Tri-folding is not an option for the FS-609.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

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**Solution ID** TAUS0800508EN\*

**Solution Usage**

**Description**

Where to find paper recommendations for specific models.

**Solution**

Please refer to the attached Media Guide for the products listed. It can also be found on the MyKonicaMinolta.com web site by following the procedure below:

1. Log into the MyKonicaMinolta.com web site.
2. Click on "Products."
3. Click on "Supported Models Library."
4. Select "Office Systems" in the pull down menu for Category and select the appropriate product.
5. Click on the link for "Support Materials" and scroll to the link for the Media Guide Office Workgroup Products.

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:  
<http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

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**Solution ID** TAUS0800524EN\*

**Solution Usage**

**Description**

How to create a color profile.

**Solution**

Color profiles are not supported without a Fiery® controller.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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Solution ID TAUS0702214EN\*

Solution Usage 2

**Description**

When attempting to print with account track enabled, the job log details indicate "No account set for group authentication."

**Solution**

CAUSE: Missing TCP/IP setting.

SOLUTION: To allow printing with account track authentication enabled, perform the following:

1. Open the driver Printer Properties.
2. Click on the Configure tab.
3. Click the "Acquire Settings" button.
4. Select "Specify IP Address or Printer Name."
5. Enter the TCP/IP address of the MFP.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703029EN\*

Solution Usage

**Description**

CF card programming with Cygwin® and Imaging ToolKit 2006.

**Solution**

When testing Imaging ToolKit 2006 and Cygwin® (version based on the bizhub C550), two small problems appeared which can be both eliminated to get the tools working properly.

1. The Imaging Toolkit 2006 needs to be extracted first. Do not try to install it out of the archive otherwise there will be an error message about a missing file.

Note : The latest version of Imaging ToolKit 2006 is available via the Konica Minolta Download Selector under Utilities. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please refer to the attached Release Notes for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

2. Embedded Cygwin® was not working "out of the box". Microsoft® Windows Vista™ reported some memory problems. This issue could be solved by enabling the compatibility mode "Windows XP SP2" for the application "bash.exe" located in the bin folder of Cygwin/bin folder of bizhub C550 firmware.

Note : Please refer to attached file for additional detail. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;

<http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0703425EN\*

Solution Usage

**Description**

When printing an Adobe® InDesign® CS2/Illustrator® CS2 document from the PostScript driver, it is printed on a different paper size. The paper size setting of the original document does not remain in the PostScript printer driver, but reverts to the default setting.

**Solution**

CAUSE: Incorrect settings or printer driver.

SOLUTION: Open printer driver Properties by clicking "Printer" button in Adobe® InDesign® CS2/Illustrator® CS2 print dialog, then set correct document size. If problem persists, please use the PCL driver.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0703480EN\*

Solution Usage

**Description**

PostScript error ("stackunderflow" with an "astore" Offending Command) when printing a multi-page PDF document with Combination (N-Up) selected in Adobe® Acrobat® versions 5/6/7. This symptom does not occur with the PCL driver.

**Solution**

CAUSE: The bizhub C203/C253/C353 PostScript driver version 2.0.0.0 or bizhub C451/C550/C650 PostScript driver version 2.1.0.0 is being used with the settings:

- Combination (N-up) : 2 in 1
- PostScript Pass through : Enable (Default)

Driver update required.

SOLUTION: Use the bizhub C203/C253/C353/C451/C550/C650 PostScript driver version 5.1.2.0 or later.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

**Solution ID** TAUS0703546EN\*

**Solution Usage**

**Description**

Printing from any driver using an Adobe® CS3 Suite application is very slow. The print job may complete quickly, but the application indicates that it is still printing for a long period after the actual completion. The application is unavailable to perform any other tasks during this period.

**Solution**

CAUSE: A compatibility issue between a native Intel® application, like Adobe® CS3 Suite applications and the Intel® version Macintosh® OS 10.4x.

SOLUTION: The best workaround for this issue is to hide the Macintosh® DOCK. The problem appears to be related to how the application interacts with the DOCK while it is visible. Auto-hiding the DOCK through preferences will correct this printing deficiency. Adobe® and Apple® have not officially acknowledged this problem, even though it affects printing using any print driver.

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD

**Solution ID** TAUS0703717EN\*

**Solution Usage**

**Description**

All duplex jobs spool completely before starting to print.

**Solution**

CAUSE: Paper Arrangement is set to Prioritize Arranging Papers under the Finish tab in the driver.

SOLUTION: Set the Paper Arrangement to Prioritize Productivity. If speed is an issue this should be set as a default.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

**Solution ID** TAUS0800085EN\*

**Solution Usage**

**Description**

When printing a document with a Custom paper size registered by "Save Custom Size" under the Settings tab of the PCL driver properties, a document is printed as a default paper size (Letter).

When printing a document with a paper size set in Print Server Properties under the Settings tab of the PCL driver, a document is also printed as a default paper size (Letter).

**Solution**

CAUSE: Printing Preferences setting requires a change.

SOLUTION: As a temporary countermeasure, when printing a document with Custom paper size, please register the paper size by using "Custom size" under "Original size" or "Paper size" of Printing Preferences.

Notes :

1. This issue will be fixed with i-Option2 driver which is scheduled to be released at the end of May 2008.

2. Regarding the magicolor 8650, the date of the release has not yet been fixed.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

**Solution ID** TAUS0800366EN\*

**Solution Usage**

**Description**

When printing from Microsoft® Publisher and performing a mail merge, the copies are all stapled together.

**Solution**

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® article regarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800367EN\*

**Solution Usage**

**Description**

When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

**Solution**

CAUSE: Duplexing is being selected in the wrong location.

SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID	TAUS0800388EN*	Solution Usage
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#### Description

Driver is not reporting the correct punch kitinstalled in the MFP.

#### Solution

CAUSE:Incorrect setting on the MFP.

SOLUTION:To change the setting:

1. Enter Tech Rep Mode.
2. Select Finisher.
3. Select Punch Option Setting.
4. Select the Finisher and Select 2-hole/3-hole Button.
5. Press the Decision button, if the Decision button is not pressed, the configuration will not be saved.
6. A message willindicate to powerOFF/ON the MFP.
7. Reacquire Device information in the driver. It should be correct now.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID	TAUS0800445EN*	Solution Usage
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#### Description

When attempting to perform banner printing from Macintosh®, "Deleted due to error. Banner active mode error." is indicated on the machine.

#### Solution

CAUSE: Unsupported operating system.

SOLUTION: Banner printing is not supported on Macintosh®. It is supported in the following environments:Microsoft® Windows 2000 Professional, Microsoft® Windows XP Home Edition, Microsoft® Windows XPProfessional and Microsoft® Windows Server 2003.

Please refer to the atached Banner Printing Manual. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID	TAUS0800518EN*	Solution Usage
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#### Description

Unable to print using Account Track.

#### Solution

CAUSE: Outdated Microsoft® Windowsdriver.

SOLUTION: Install driver version 5.1.2 or higher.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us> ) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by by Guy Hanou -Lance Allen Co., Lake View Terrace, CA

Solution ID	TAUS0800601EN*	Solution Usage
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#### Description

When printing from Microsoft® Office Excel using authentication and printng several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

#### Solution

CAUSE: Improper selection in the print driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703679EN\*

Solution Usage 11

**Description**

C-4551, C-4552, C-4553 or C-4554 error codes during setup.

**Solution**

CAUSE: Failed write unit.

SOLUTION: Replace the write unit (p/n A02ER70200 for the bizhubC203/C253 and p/n A02ER70100 for the bizhub C353).  
 IMPORTANT : All 4 write units must be replaced as a set.

Escalated to Konica Minolta Japan:

Solutions Support and Development has completed testing for the above referenced problem. Escalations System Support has escalated this issue to the Engineering Center in Japan for review and possible correction.

If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.

For phone advisors, please attach to this solution so that an automatic E-mail will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan". SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

Solution ID TAUS0703444EN\*

Solution Usage 8

**Description**

C2152 (C-2152).

**Solution**

## PROBABLE CAUSES:

1. Transfer Belt Retraction Sensor (PS31) mounting bracket (p/n A02E112100) is fixed with a screw and it can be tilted while assembling. If the bracket is tilted, the sensor cannot detect the Transfer Belt position properly.

In order to avoid tilting the bracket, the shape of the bracket has been changed. And shape of the sensor actuator has also been changed because the actuator could touch the other parts.

## PARTS

Old Bracket: A02E112100

New Bracket: A02E112111

Old Actuator: A02E112201

New Actuator: A02E112212

## Notes :

- a. When at the machine, please check the condition of Sensor Bracket and change the Sensor Bracket and Actuator if necessary.
- b. Please refer to attached documentation for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by KMBT (Japan).

2. Some of the packing material was not removed from the new belt before installation.

Ensure that all of the packing material has been removed before the unit is installed.

Solution ID TAUS0702927EN\*

Solution Usage 6

**Description**

Network menu button is missing from Admin Mode.

**Solution**

CAUSE: Corrupt NVRAM.

SOLUTION: To receive a replacement NVRAM, please utilize the online ordering form.

Note : IMPORTANT: All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:

1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0703210EN\*

Solution Usage 4

**Description**

C-4551 code at startup.

**Solution**

**CAUSE:** The Cyan PH unit has failed.

**SOLUTION:** Replace the PH Unit Assembly (p/n A02E R701 00 for the bizhub C353 and p/n A02E R702 00 for the bizhub C203/C253).

**SPECIAL NOTE :** Solution contribution by Tom Kelly, Workgroup/SSD

<b>Solution ID</b>	TAUS0701505EN*	<b>Solution Usage</b>	3
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#### **Description**

Machine beeps when the Fax/Scan button is pressed and fails to display the fax/scan screen.

#### **Solution**

**CAUSE:** The HDD is not enabled.

**SOLUTION:** To enable the HDD, perform the following:

1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop, 0, 0, Stop, 0, 1 on the touchscreen.
5. Touch [System 2] on the touchscreen.
6. Touch [HDD] on the touchscreen.
7. Touch [Installed] on the touchscreen.
8. Touch [End] on the touchscreen.
9. Touch [Exit] on the touchscreen.

**SPECIAL NOTE :** Solution contribution by Ian Lynch, Production Print/SSD

<b>Solution ID</b>	TAUS0703449EN*	<b>Solution Usage</b>	3
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#### **Description**

If a Fax board is installed and a user performs an LDAP search, the default display will list Fax numbers instead of E-mail addresses.

#### **Solution**

This issue has been escalated to Konica Minolta Business Technologies in Japan.

KMBS/SSD is working with partners in support and R & D in Japan to obtain a resolution for this issue as quickly as possible.

If viewing this solution via the web, please establish a ticket via either the web or by calling the SSD hotline center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when the solution is updated.

For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".

**SPECIAL NOTE :** Solution contribution by Paul Santangelo, ESS/SSD

<b>Solution ID</b>	TAUS0800115EN*	<b>Solution Usage</b>	3
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#### **Description**

How to prevent changing MFP 'FROM' E-mail address field for Scan to E-mail when logged into MFP with User Authentication\Active Directory enabled.

#### **Solution**

To restrict changing MFP 'FROM' E-mail address field, perform the following:

1. Press Utility/Counter button.
2. Press Administrator Setting.
3. Enter Administrator password.
4. Press System Setting.
5. Press 'Restrict User Access'.
6. Press 'Restrict Job Setting Access'.
7. Change the 'From' Access to Restrict.

Notes :

a. The MFP administrator E-mail address will be listed in the FROM field on the E-mail client entry list. Please refer to the attached document for additional information.

b. This is current specification received from Konica Minolta Business Technologies in Japan.

c. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

**SPECIAL NOTE :** Solution contribution by Rick Veale, ESS/SSD

<b>Solution ID</b>	TAUS0703093EN*	<b>Solution Usage</b>	2
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#### **Description**

Recovery procedure for CF cards.

#### **Solution**

If a CF card was accidentally or otherwise formatted for use with Microsoft® Windows, it is no longer useful as a device for installing firmware to the MFP. Attached, is a recovery procedure to fix this issue. The procedure uses a diskHEX editor to remove the data which prevents the MFP from loading the firmware.

**CAUTION :** It has been tested by the field successfully, however, if the procedure is not followed completely, damage can result in the CF card, which may also damage the MFP.

SSD and KMBS holds no responsibility for the use or misuse of the procedure and the software that it references.

**Note :** The attached file will extract the PDF procedure and the Disk HEX editor files. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

**SPECIAL NOTE :** Solution contribution by Paul Santangelo, ESS/SSD

**Solution ID** TAUS0702225EN\*

**Solution Usage** 1

#### Description

Error scanning to SMB and FTP; changing the file name allows the file to transfer.

#### Solution

**CAUSE:** Invalid character in the default naming convention of the file name.

**SOLUTION:** The default naming convention is based on the machine name. Rename the machine and remove the invalid character. To change the machine name perform the following:

1. Press the Utility key.
2. Select Administrator Setting.
3. Select Administrator/Machine Setting.
4. Select Input Machine Address.
5. Rename the machine to remove the invalid character.
6. Exit to normal operating screen.

**SPECIAL NOTE :** Solution contribution by Gregg Gallant, Production Print/SSD

**Solution ID** TAUS0703270EN\*

**Solution Usage** 1

#### Description

The hour glass is displayed on the operation panel at power up.

#### Solution

**CAUSE:** The firmware is corrupt.

**SOLUTION:** Re-flash the machine to the latest firmware.

**Note :** The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

**SPECIAL NOTE :** Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0703371EN\*

**Solution Usage** 1

#### Description

C-4553(C4553) when the image stabilization is being performed by the machine.

#### Solution

**CAUSE:** The PWB PH assembly had failed.

**SOLUTION:** Replace the PWB PH assembly (p/n A02E H003 00).

**SPECIAL NOTE :** Solution contribution by Tom Kelly, Workgroup/SSD

**Solution ID** TAUS0703506EN\*

**Solution Usage** 1

#### Description

The machine is indicating "Please close this section properly" and the arrow is pointing to the top tray of the finisher.

#### Solution

**CAUSE:** Malfunction or improper installation of the Shutter Detect Switch (SW2).

**SOLUTION:** Please Check the Shutter detect switch (p/n 9331 2200 31) and verify that it is installed properly and functioning properly. Please see the attached image for details on the switch location.

**SPECIAL NOTE :** Solution contribution by David Silverstein, Workgroup/SSD

**Solution ID** TAUS0703575EN\*

**Solution Usage** 1

#### Description

FS-517/FS-519/FS-608, "The part indicated by arrow is open. Ensure that it is properly closed." message.

#### **Solution**

CAUSE: SW2 under the shutter drive assembly of thefinisher is in the incorrect position.

SOLUTION:Reposition the SW2actuator under the tab as illustrated in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:  
<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS0703626EN\*

**Solution Usage** 1

#### **Description**

C-2557 (C2557)code intermittently.

#### **Solution**

CAUSE: The (K) toner auger gear (p/n A02E 3676 00) that turns the auger screw (p/n A02E 3674 01) in the toner transport pipe (p/n A02E 3673 00)has shifted away (de-coupled) due to a missing C-clip.

SOLUTION: Replace the missing C-clip (p/n 4106 2063 01 )that holds the (K) toner auger gear in place.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

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**Solution ID** TAUS0703663EN\*

**Solution Usage** 1

#### **Description**

FK-502, unable to receive or transmit.

#### **Solution**

CAUSE: Corrupt firmware, hard drive or memory.

SOLUTION: Format the hard drive and re-flash the machine if needed. To format the hard drive perform the following:

1. Enter the Tech Rep mode.
2. Select State Confirmation.
3. Select Memory/HDD Adj.
4. Press the down arrow and select HDD Format.
5. Press the Start key, format the hard drive Physical and then Logical.

Notes :

- a. Perform a data clear if needed.
- b. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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**Solution ID** TAUS0800043EN\*

**Solution Usage** 1

#### **Description**

Missing the Forward TX Setting tab.

#### **Solution**

CAUSE: Incorrect setting.

SOLUTION: To have the Forward TX Setting tab indicated:

1. Enter the administrator mode.
2. Select Fax Settings.
3. Select Function Settings.
4. Select PC-Fax RX Setting, select Restrict and exit the mode.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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**Solution ID** TAUS0703065EN\*

**Solution Usage**

#### **Description**

Unresponsive area on the touch panel.

#### **Solution**

CAUSE: There are two different manufacturer's Touch Panelsused for the bizhub C353/C203/C253 andthe panels have small differenenceswith valid pixels.

One is used for the bizhub C353/C203 and another one for the bizhub C253.

The firmwareis designed for the bizhub C253 Touch Panel, therefore, creating thesegment between the response area and screen imagefor thebizhub

C353/C203 panel. The gap is approximately (maximum) 3-4mm and is especially noticeable for the OK key area at the bottom of screen.

**SOLUTION:** The Touch panel is normally operated by fingers and this issue may not be noticeable by the end user. However, if machine operation is affected by this, please adjust the Touch panel as follows:

In the Touch panel adjustment mode, click the lowest position of [+] mark with the pen as a temporary solution.

**Note :** The firmware will be improved to facilitate the adjustment method for matching the response area and the screen image even if valid pixels are different on both types of panels.

**SPECIAL NOTE :** Solution contribution by KMBT (Japan).

Solution ID	TAUS0703217EN*	Solution Usage
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#### Description

Display listing for LDAP search default to fax numbers instead of E-mail addresses.

#### Solution

**CAUSE:** Fax option is installed and the fax phone numbers list takes precedence over E-mail addresses.

**SOLUTION:** There is no way to change the display list. Konica Minolta, Japan states that this is specification.

**Note :** Please push "Name Dest." button to change the E-mail addresses display.

**SPECIAL NOTE :** Solution contribution by Paul Santangelo, ESS/SSD

Solution ID	TAUS0703310EN*	Solution Usage
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#### Description

MATCHING PAPER SIZE IS NOT AVAILABLE message when placing an 8.5x14 original on the platen glass.

#### Solution

**CAUSE:** The Original Size Detect for the Platen glass is set to Table 2.

**SOLUTION:** Set the Original Size Detect for the Platen glass to Table 1 by performing the following procedure:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Original Size Detect.
4. Select Table 1 and press End.

**SPECIAL NOTE :** Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID	TAUS0703671EN*	Solution Usage
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#### Description

Network Button is missing.

#### Solution

**CAUSE:** Corrupted NVRAM.

**SOLUTION:** Perform the procedures mention in the attached documentation. Replace the NVRAM. Please go to: [www.mykonicaminolta.com](http://www.mykonicaminolta.com) > Service > Warranty/Program/Return Authorization form.

**Note :** To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

**SPECIAL NOTE :** Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID	TAUS0703698EN*	Solution Usage
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#### Description

FK-502, unable to transmit or receive and an error R09 is indicated.

#### Solution

**CAUSE:** The hard drive is not installed.

**SOLUTION:** Re-install the hard drive by performing the following:

1. Enter the Tech Rep mode.
2. Press System 2.
3. Press HDD.
4. Press Installed.

5. Power machine OFF/ON using the main power switch.  
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

<b>Solution ID</b>	TAUS0703699EN*	<b>Solution Usage</b>
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**Description**

SERVER CONNECT ERROR message and unable to scan to SMB.

**Solution**

CAUSE: The file path contains spaces.

SOLUTION: The file path cannot contain spaces. Remove all spaces in the file path.  
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

<b>Solution ID</b>	TAUS0703728EN*	<b>Solution Usage</b>
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**Description**

Spelling error in Service Mode menu.

**Solution**

There is a spelling error in Service Mode.In Tech Rep. Mode =>(Stop, 9) =>Billing Settings =>Management Function Choice =>Authentication Device 2, when Authentication Device is set to BIO, scanning timeout should indicate ' Scanning Time-out' but instead indicates ' Sacanning Time-out'.Please refer to the attached file.

Notes :

This applies to all existing firmware versions. Although the word ismisspelled, the function can still be operated correctly. This symptom will be fixed with i-Option 2 firmware with a release ETA of the end of May 2008.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

<b>Solution ID</b>	TAUS0703752EN*	<b>Solution Usage</b>
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**Description**

Diagonal void lines on CMY test prints.

**Solution**

CAUSE: The applicable imaging unit has failed.

Note :See attached sample image.

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:  
<http://www.adobe.com/products/acrobat/readstep2.html> .

SOLUTION: Replace the applicable imaging unit.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

<b>Solution ID</b>	TAUS0800016EN*	<b>Solution Usage</b>
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**Description**

The job list is not displayed on the operation panel.

**Solution**

CAUSE: The job list is not enabled to display on the operation panel.

SOLUTION: The enable the job display feature perform the following procedure:

- 1.Press the Utility key.
- 2.Press User Settings.
- 3.Press Display Settings.
- 4.Press Sub Screen Display.
- 5.Press Job List and then OK.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

<b>Solution ID</b>	TAUS0800037EN*	<b>Solution Usage</b>
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**Description**

C4551 (C-4551) when copying or printing.

**Solution**

CAUSE: The laser unit has failed.

SOLUTION: Replace the laser/print head unit (p/n A02E R702 00).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800047EN\*

**Solution Usage**

**Description**

FK-502, intermittent T81 and T82 errors when faxing.

**Solution**

CAUSE: The fax target area is set to 'Japan'.

SOLUTION: Set the fax target to 'U.S.' by performing the following procedure:

1. Enter Tech Rep mode.
2. Press System 1.
3. Press Marketing Area.
4. In the lower right hand corner of the touchscreen, press Fax Target and scroll to 'U.S.'.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800090EN\*

**Solution Usage**

**Description**

No Konica Minolta logo at power up and Configuration Page header is printing as Generic 20C-4, Generic 25C-4 or Generic 35C-4.

**Solution**

CAUSE: Incorrect settings.

SOLUTION: To change the Configuration Page header to Konica Minolta bizhub C203/C253/C353 perform the following:

1. Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Change the Hex Assignment to "02".
6. Click on Fix.
7. Click on End.
8. Power the copier OFF/ON.

9. Print another Configuration Page. Page Header should now be changed.

Note : Header Information: Generic 20C-4 = bizhub C203; Generic 25C-4 = bizhub C253; Generic 35C-4 = bizhub C353.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

**Solution ID** TAUS0800141EN\*

**Solution Usage**

**Description**

CC172 (C-C172) error code at power up or after flashing firmware.

**Solution**

CAUSE: Controller 2, 3 or others is set under Image controller setting in the Tech Rep mode.

SOLUTION: Access the Tech Rep mode => System2 => Image Controller Setting and select either Controller 0 or Controller 1 depending on the type of controller (i.e., Controller 0 Emperon controller or Controller 1 is the IC-409).

SPECIAL NOTE : Solution contribution by Rich Raynor, ESS/SSD

**Solution ID** TAUS0800274EN\*

**Solution Usage**

**Description**

The Fax/Scan button does not light; only beeps.

**Solution**

To have the button light:

1. Enter the Service Mode.
2. Touch System 2.
3. Select HDD and press Installed.
4. Press End and then Exit.

Note : The HDD must be installed and functioning properly.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

**Solution ID** TAUS0800305EN\*

**Solution Usage**

**Description**

C-5370 (C5370) code at machine power up.

**Solution**

CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n A02E H001 06).

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

**Solution ID** TAUS0800350EN\*

**Solution Usage**

**Description**

When scanning to E-mail the packet size is ballooning.

**Solution**

CAUSE: Corrupt memory.

SOLUTION: The packet size can not be changed on the MFP. In order to resolve the problem perform the following procedure:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initial.
4. Press System Clear and then press the Start key.
5. Power the machine OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800391EN\*

**Solution Usage**

**Description**

MEMORY OVERFLOW is indicated when printing a 19-page PDF document from Adobe Reader® 8 and only when selecting booklets.

**Solution**

CAUSE: The memory on the main body is scrambled.

SOLUTION: Perform a System Error Clear:

1. Enter the Tech Rep mode.
2. Press System 1.
3. Press Initialize.
4. Press System Error Clear and press the Start Key.
5. Power the unit OFF/ON using the main power switch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800440EN\*

**Solution Usage**

**Description**

Cannot print meter count list with 'Vendor 2' mode external device connected to engine.

**Solution**

CAUSE: The engine specification does not allow meter count list to be printed with 'Vendor 2' mode enabled.

SOLUTION: To print the meter count list, perform the following:

1. Access Tech Rep Mode (Service Mode) for the appropriate engine.
2. Press [STOP] and [9] to access Management Mode.
3. Set the machine to [Unset].
4. Exit Tech Rep Mode.
5. Access engine's meter counts screen.
6. Press [Print] to print to the meter count list.

Note : Print the meter count list from bypass tray.

7. Reconfigure engine for [Vendor 2] mode.

SPECIAL NOTE : Solution contribution by Rick Veale, ESS/SSD

**Solution ID** TAUS0800452EN\*

**Solution Usage**

**Description**

When using Vendor mode, copy jobs print out but print jobs do not.

**Solution**

CAUSE: Incorrect settings.

**SOLUTION:** After enabling Vendor mode, set the security settings for the function of Vendor mode. To Access the settings, use the following instructions. "Administrator Settings" => "Security Settings" => "Function Management Settings" => "Usage Settings". The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabled will be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.

**SPECIAL NOTE :** Solution contribution by Paul Santangelo, ESS/SSD

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<b>Solution ID</b>	TAUS0800475EN*	<b>Solution Usage</b>
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**Description**

C-FA14 (CFA14) code.

**Solution**

**CAUSE:** There is no communication between the IPB and the MFPB boards.

**SOLUTION:** Reseat the connections between the IPB and the MFPB boards, and tighten both ends of the connectors.

**SPECIAL NOTE :** Solution contribution by Malcolm Hibbert, Workgroup/SSD

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<b>Solution ID</b>	TAUS0800491EN*	<b>Solution Usage</b>
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**Description**

During a Fax Broadcast Transmission, if the Stop key is pressed before the last page is scanned, why does the transmission not stop?

**Solution**

The failure of the machine to stop during a Fax Broadcast Transmission after the Stop key has been pressed has been addressed with version 78 firmware. Please upgrade the machine firmware to version 78 or later.

**Note :** The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

**SPECIAL NOTE :** Solution contribution by Dave Bruni, Workgroup/SSD

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<b>Solution ID</b>	TAUS0800493EN*	<b>Solution Usage</b>
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**Description**

Why is the Color Management tab not available in the driver Properties for the PCL and PostScript drivers?

**Solution**

The Color Management tab not being displayed in the driver Properties of the PCL and PostScript drivers has been addressed with version 78 firmware. Please upgrade the machine firmware to version 78 or later.

**Note :** The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

**SPECIAL NOTE :** Solution contribution by Dave Bruni, Workgroup/SSD

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<b>Solution ID</b>	TAUS0800494EN*	<b>Solution Usage</b>
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**Description**

Why does the machine intermittently take more than 3 minutes to warm-up after the main power switch is turned ON?

**Solution**

The machine intermittently taking over 3 minutes to warm-up has been addressed with version 78 firmware. Please upgrade the machine firmware to version 78 or above.

**Note :** The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

**SPECIAL NOTE :** Solution contribution by Dave Bruni, Workgroup/SSD

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<b>Solution ID</b>	TAUS0800496EN*	<b>Solution Usage</b>
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**Description**

Why, when a print job is sent to the machine first thing after the unit has been powered ON, does it not fuse correctly but the second print job is fused properly?

**Solution**

The improper fusing of the first print job output by the machine after the unit has been powered ON has been addressed with version 78 firmware. Please update the machine firmware to version 78 or later.

**Note :** The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

**SPECIAL NOTE :** Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID	TAUS0800498EN*	Solution Usage
<b>Description</b>		When using the Acquire Device Information selection in the printer Properties, why is the FS-609 not acquired as being installed using both the PCL and PostScript drivers?
<b>Solution</b>		The FS-609 not being shown as installed when using the Acquire Device Information selection in the printer properties of the PCL and PostScript drivers has been addressed with version 78 firmware. Please update the machine firmware version 78 or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.		SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD
Solution ID	TAUS0800499EN*	Solution Usage
<b>Description</b>		When trying to access the Properties of the PostScript driver that is installed on Microsoft® Windows 2003 Server R2 why is an error displayed?
<b>Solution</b>		The incorrect display of an error when trying to access the Properties of the PostScript driver that is installed on Microsoft® Windows 2003 Server R2 has been addressed with version 88 firmware. Please upgrade the machine firmware to version 88 or later.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.		SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD
Solution ID	TAUS0800500EN*	Solution Usage
<b>Description</b>		When the machine is set for Forward TX why does the machine hang-up only when the file format is set to Compact PDF?
<b>Solution</b>		The incorrect operation of Forward TX only when the file format has been set to Compact PDF has been addressed with version 88 firmware. Please upgrade the main body firmware to version 88 or above.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.		SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD
Solution ID	TAUS0800514EN*	Solution Usage
<b>Description</b>		Why is a preview of the document not available for a document stored in the Memory RX User Box?
<b>Solution</b>		The failure to display a preview of a document stored in the Memory RX User Box has been addressed with version 88 firmware. Please upgrade the main body firmware to version 88 or above.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.		SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD
Solution ID	TAUS0800556EN*	Solution Usage
<b>Description</b>		C-D010 (CD010) after replacing the hard disk drive (HDD).
<b>Solution</b>		CAUSE: Hard disk drive not formatted. Hard disk drives do not come pre-formatted.
SOLUTION: Perform the below procedure to format the HDD:		1. Access Service Mode.
2. Select [State Confirmation] on the touchscreen.		3. Select [Memory/HDD Adj.] on the touchscreen.
4. Select [HDD Format] on the touchscreen.		5. Select [Physical Format] on the touchscreen.
6. Press the Start button on the control panel. When formatting result displays "OK" turn OFF the main power switch, wait for 10 seconds, and then turn it back ON. When the machine powers up again it will still indicate "C-D010".		7. Ignore the malfunction code and access Service Mode again.
8. Select [State Confirmation] on the touchscreen.		

9. Select [Memory/HDD Adj.] on the touchscreen.
10. Select [HDD Format] on the touchscreen.
11. Select [Logical Format] on the touchscreen.
12. Press the Start button on the control panel. When formatting result displays "OK" turn OFF the Main Power Switch, wait for 10 seconds, and then turn it back ON.

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

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**Solution ID** TAUS0647697EN\***Solution Usage** 15**Description**

How to set up Microsoft® Windows® 2003 Server for Scan to SMB.

**Solution**

How to set up Microsoft® Windows® 2003 Server for Scan to SMB .

Note : To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

**Solution ID** TAUS0701317EN\***Solution Usage** 14**Description**

The Start button is amber when attempting to scan to E-mail. When a sheet is placed in the document feeder it will not feed; will not allow scanning.

**Solution**

CAUSE: The Administrator E-mail Address field has not been filled out.

SOLUTION: From the control Panel of the machine follow the procedure below:

1. Press utility.
2. Press administrator and enter password.
3. Select administrator machine setting.
4. Administrator Registration.
5. Enter administrative name and E-mail address.
6. Input Machine address.
7. Device Name and E-mail address
8. Select OK andPower the machine OFF/ON.

**Solution ID** TAUS0648861EN\***Solution Usage** 8**Description**

How to set up Microsoft® Windows 2000/XP for SMB scanning.

**Solution**

At the PC :

1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes :

- a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.
- b. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start/Control Panel/Windows Firewall/Exceptions.

At the bizhub :

1. Connect to the bizhub using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure that TCP/IP is enabled.
5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select Scan.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC NetBIOS name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case-sensitive.

Note : The SMB protocol uses TCP/IP, NetBIOS and ARP broadcasts to communicate with the host PC.

**Solution ID** TAUS0800065EN\***Solution Usage** 3**Description**

FS-609 Booklet Finisher and IC-409 Fiery® Image Controller.

## Solution

These functional enhancements are made available through the support of firmware upgrade version 62. This firmware upgrade supports the FS-609 as well as the IC-409 Fiery® Image Controller.

Item #

C353

C253

C203

Notes

FS-609

A0D60Y0

Supported

Supported

Supported

Requires Firmware Upgrade Version 62

IC-409 for bizhub C353/C253

A074WY1

Supported

Supported

Not Supported

Requires Firmware Upgrade Version 62; not available for the bizhub C203

The FS-609 Booklet Finisher supports the PK-501 Punch Kit (Item #4614452) and the MS-5D Staples (Item #4623361).

**IMPORTANT :**The IC-409 Fiery® Image Controller for the bizhub C353/C253 is not the same as the IC-409 for the bizhub C650/C550/C451 series. Although both controllers have a similar description, they have two different and distinct item numbers. It is critical that the correct controller be ordered.

Description

Item Number

IC-409 for C353/C253

A074WY 1

IC-409 for C650/C550/C451

A074WY 0

Both versions of the IC-409 Fiery® Image Controller do share the same interface to connect to their respective devices - the VI-504 (Item #A091WW0). Like the IC-409 Fiery® Image Controller for the bizhub C650/C550/C451 (as explained in attached Marketing Bulletin #07-GB-035), the IC-409 for the bizhub C353/C253 can be used simultaneously with the standard Emperon Print System.

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

In order to connect the IC-409 on the bizhub C353/C253, two (2) TCP/IP addresses are required. One is required for the Fiery® Controller and one for the device itself. With two TCP/IP addresses the Emperon Print System can be used in conjunction with the IC-409 Fiery® Image Controller. This connection method will enable users to perform the following functions:

Printing to the Emperon Print System as well as the Fiery® Image Controller using the two separate TCP/IP addresses

User Box functionality is still available with the Fiery® Image Controller attached

PC-Faxing is possible using the PC-Fax Driver available with the Emperon Print System

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**Solution ID** TAUS0701318EN\*

**Solution Usage** 2

**Description**

Unable to enter the Administrator E-mail Address in the E-mail TX tab of PageScope Web Connection.

**Solution**

**CAUSE:** The Administrator E-mail Address is only displayed in the E-mail TX Tab of PageScope Web Connection and must be entered in the Maintenance Tab.

**SOLUTION:** Enter the Administrator E-mail Address using the below procedure:

1. From PageScope Web Connection, enter the Administrator mode.
2. Select Maintenance.
3. Select Machine Setting.
4. Enter the Admin E-mail Address.
5. Press OK.

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**Solution ID** TAUS0701040EN\*

**Solution Usage** 1

**Description**

How to access Enhanced Security Mode.

**Solution**

To access Enhanced Security Mode, perform the following:

1. Press the UTILITY/COUNTER key.
2. Select METER COUNT on the touchscreen.
3. Select CHECK DETAILS on the touchscreen.
4. Press STOP, 0, 0, STOP, 0, 1.
5. Press STOP, 0, CLEAR.

---

**Solution ID** TAUS0701041EN\*

**Solution Usage** 1

**Description**

How to access Billing Setting Mode.

**Solution**

To access Billing Setting Mode, perform the following:

1. Press the UTILITY/COUNTER key.
2. Select METER COUNT on the touchscreen.
3. Select CHECK DETAILS on the touchscreen.
4. Press STOP, 0, 0, STOP, 0, 1.
5. Press STOP, 9.

---

**Solution ID** TAUS0701062EN\*

**Solution Usage** 1

**Description**

How to access Service Mode when unable to use the normal procedure.

**Solution**

Service Mode can be accessed through the Trouble Reset screen using the below procedure: 1. Turn on the main power switch while holding the UTILITY/COUNTER key.

2. When TROUBLE RESET appears on the touchscreen press STOP, 0, 0, STOP, 0, 1.
3. On the password screen enter 92729272.
4. Touch END.

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**Solution ID** TAUS0701618EN\*

**Solution Usage** 1

**Description**

PostScript printer driver for Microsoft® Windows Vista™.

**Solution**

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>

Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

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**Solution ID** TAUS0702888EN\***Solution Usage** 1**Description**

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

**Solution**

Please perform the step-by-step procedure mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

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**Solution ID** TAUS0634060EN\***Solution Usage****Description**

List of equipment that is no longer being supported.

**Solution**

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

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**Solution ID** TAUS0701038EN\***Solution Usage****Description**

What is the default Administrator Password?

**Solution**

The default Administrator Password is 12345678.

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**Solution ID** TAUS0701039EN\***Solution Usage****Description**

How to access Service Mode.

**Solution**

To access Service Mode, perform the following:

1. Press the UTILITY/COUNTER key.
2. Select METER COUNT on the touchscreen.
3. Select CHECK DETAILS on the touchscreen.
4. Press STOP, 0, 0, STOP, 0, 1.

---

**Solution ID** TAUS0701577EN\***Solution Usage****Description**

Is SIP fax supported?

**Solution**

SIP fax is currently not supported in the U.S. market.

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**Solution ID** TAUS0702779EN\***Solution Usage****Description**

After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

**Solution**

CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.

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<b>Solution ID</b>	TAUS0702890EN*	<b>Solution Usage</b>
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**Description**

Printing to a Windows Samba shared printer from a Macintosh®.

**Solution**

Please perform the step-by-step procedure mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

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<b>Solution ID</b>	TAUS0702920EN*	<b>Solution Usage</b>
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**Description**

Configuration information.

**Solution**

See attachments (bizhub\_C353\_C253\_C203\_Config\_Sheet\_V2.pdf) for information.

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<b>Solution ID</b>	TAUS0702921EN*	<b>Solution Usage</b>
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**Description**

Specifications and Installation Guide.

**Solution**

Konica Minolta bizhub C353/C253/C203 Specification & Installation Guide

bizhub 353 Specification Sheet

bizhub 253 Specification Sheet

bizhub 203 Specification Sheet

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

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<b>Solution ID</b>	TAUS0703005EN*	<b>Solution Usage</b>
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**Description**

MSDS information.

**Solution**

See attachment (c203c253msds.zip) for MSDS information.

Note: To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

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<b>Solution ID</b>	TAUS0703032EN*	<b>Solution Usage</b>
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**Description**

DF-610/DF-611, packing position of mounting screws.

**Solution**

The packing position of shoulder screws and mounting screws has been modified to attach them to the Instruction Manual. As a result, it should be easier to find those screws when opening the box and prevent them from being discarded with the packing material.

Modified from:

DF-611(0W0)=> A01H0W0023004 and onwards

DF-611(WY0)=> A01HWY0011298 and onwards

DF-610(WY0)=> A07HWY0000336 and onwards

&lt; New packing position of shoulder screw and mounting screw &gt;

SPECIAL NOTE : Solution contribution by KMBT (Japan).

**Solution ID** TAUS0703033EN\***Solution Usage****Description**

When installing the MK-711, the connector cannot align properly with the MFP board connector.

**Solution**

CAUSE: The alignment of the Protective shield/1on the MFP is incorrect.

SOLUTION: Loosen screws of the Protective shield and align the shield to the right side.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

**Solution ID** TAUS0703044EN\***Solution Usage****Description**

PageScope Data Administrator version 3.1.x can export counter data of each user from the user list into a .TXT file, however incorrect counter data is exported.

**Solution**

CAUSE: PageScope Data Administrator requires an update.

Note : The counter data exported in version 3.1.x:

Copy\_Total\_Black: This count increases even when printing Black/White.

Copy\_Total\_Full Color: This count increases even when printing Color.

Printer\_Total\_Black: This count increases even when copying Black/White.

Printer\_Total\_Full Color: This count increases even when copying Color.

Copy\_Total\_Total: This count increases even when printing.

Printer\_Total\_Total: This count also increases when copying.

SOLUTION: This issue will be fixed in PageScope Data Administrator version 4.0.0, which is scheduled to be released January 2008.